

AFR FIRE STATION OPENING CELEBRATION – AUGUST 4, 2007

Recognitions

Thanks to the group for attending today

Events today are a highlight of departments 83 year history

Recognize some leaders today

Definition: People who make changes to make things better

Thanks to City Council

Thanks to partners

Mr. Koon (10)

LAND

COOPERATION

Morrow Family (11) Jeanette and Jerry

COOPERATION

Thanks to Other Neighbors – Barbara Kish (John Winkenwerter), Bipin Patel, Satis Patel

COOPERATION

Recognize Ken Newell – Architect

Top fire station firm in the United States

Sustainability – Environmental Responsibility

Sustainable features

- Many building materials have a high recycled content
- Insulation values exceed all requirements
- Energy efficient lighting and controls
- Cooling exceeds code by 35%
- Heating exceeds code requirements by 12%
- Concrete and masonry produced in Asheville
- Significantly increased landscaping

Station 10 – Police Partners

Thanks to AFR Members

STATION AND SITE WORK

FILLING GAPS

FLOORING WORK

PROJECT COMPLETED ON BUDGET

PROJECT COMPLETED ON TIME

Project built for much less than most other NC stations
Ours - \$167.00 per sq ft. Most all others over \$200.00

Total square feet for St. 10 = 13,000
Police Square feet at St. 10 = 1,000
Total Square feet at St. 11 = 11,000
Total Project cost = \$2.95 Million for St. 10 and
\$3.12 Million for St. 11.

The last station built was St. 3 in 1978. Stations 2 and 5 were built in 1975. 30 years ago.

Service Delivery Improvements

Adopted Standard of Cover – 8 minutes or less 70 % of the time

<u>Station 11</u>	Before	22% of the time Average total response over 13 minutes
	After	80% of the time Average total response under 6 minutes
<u>Station 10</u>	Before	25% of the time Average total response over 10 minutes
	After	86% of the time Average total response under 6 minutes

Stories Translate numbers to real people and real emergencies

STATION 10 – already answered 100 calls since 7-9

7/19/2007 15:17
401 Smokey Park Hwy.
Elderly man took wrong medication and went into seizures. AFR
provided treatment in 2 minutes 48 seconds.

7/19/2007 19:56

425 Smokey Park Hwy.

Woman unresponsive in vehicle who had been having chest pain.

AFR provided treatment in 1 minute 21 seconds.

POINT: Last May AFR responded to an EMS call in this same area and it took 8 minutes 7 seconds to arrive.

STATION 11 – already answered near 50 calls since 7-9

7/12/2007 20:50

627 Brevard Rd.

Infant seizing. AFR provided care in 3 minutes 47 seconds.

POINT: Last December, AFR had a call next door to this same location and it took 8 minutes 47 seconds to arrive.

OVERALL

Based on call volume projections, this same scenario will happen almost 3,000 times every year – these stations will save lives and property.

AFR

KEY OPERATING PRINCIPLES

- SAFETY
- COURTESY
- SERVICE
- EFFICIENCY
- CONTINUOUS IMPROVEMENT

AFR Strategic Plan

CONTINUOUS IMPROVEMENT OF SERVICES

These stations really help

Focus now on other areas in need

7 years ago we were not an accredited agency

Now one of 8 in NC

7 years ago we were a very minimal class 3 department

Now near a Class 2 – 9% improvement

CONTINUOUS IMPROVEMENT IN INFRASTRUCTURE

Thank Council for improving the fleet

Thank Council for improving these facilities

Focus on 50 year plus stations that now need to be replaced

7 years ago – fleet and facilities lacked a lot

Today, fleet is comparable with other cities

CONTINUOUS DEVELOPMENT OF PEOPLE

Recognition of new pay plan approved by Council

Advance of Professionalism -

7 years ago

Advanced degrees – 6 people - 3% of dept.

Advanced certificate – 0

Women and Minority leaders - 3

Today

Associate – 50

Bachelor – 34

Masters – 4

Total – 88 people - 40% of department (13x)

Advanced certificate – 53 – 23%

Women and Minority leaders – 12 (4x)

2 chief officers

Today

Today is a day of celebration

We have come a long way – but this is truly a journey

AFR has stepped up to the plate and will continue to do so in order to serve and protect the citizens of Asheville.

Thank you again for sharing today with us.